

**Guidance for DCS Staff  
COVID-19 (Coronavirus)  
March 31, 2020**

The following guidance is based on the most current Centers for Disease Control (CDC) and Tennessee Department of Health (TDH) recommendations for the prevention of the spread of COVID-19. This guidance may be updated at any time as more information is available. This guidance is not intended to address every potential scenario that may arise as this event evolves.

**Guidance for employees at Wilder Youth Development Center and Child Abuse Hotline.**

- All staff at the Hotline who are not working from home will be required to complete a daily health questionnaire prior to each shift.
- Following guidance from the CDC, COVID-19 symptom and temperature checks will be conducted on all employees at Wilder and other essential personnel (such as attorneys visiting youth and contract nurses) prior to entry into Wilder. Per CDC guidelines, those running a temperature of 100.4 or higher should not be permitted to enter Wilder. DCS has also suspended visitors to Wilder and all facilities except for attorneys and medical personnel.
- Employees who refuse will not be allowed to enter the facility and will be required to use personal leave for the missed shift.

**Guidance for employees making face-to-face home visits.**

- DCS will utilize videoconferencing to meet visitation requirements unless there are safety concerns, no video capability, or other circumstances that warrant a face-to-face.
- Procedures on conducting face to face videoconferencing are posted in a separate document.
- Face-to face-visits will continue for all initial CPS visits.
- For scheduled visits, staff should call the family home in advance of the visit to complete a health questionnaire with the family to determine risk due to visitation and follow CDC and TDH guidelines

**Guidance for employees making face-to-face visits with youth in DCS or provider facilities.**

- DCS staff should use videoconferencing to meet facility visitation requirements when possible.
- If in-person visits are necessary, they should occur utilizing CDC and TDH guidelines and any provider guidelines at the facility.
- For the period between the issuance of this document and April 30, 2020, regions should limit the number of staff visiting facilities to the extent feasible by assigning multiple visits to one individual.

**Guidance on reporting**

- Staff will immediately report to the Deputy Commissioner Sandra Wilson and to Executive Director of Child Health Lisa Pellegrin if any visitors to a DCS office have been exposed to, exhibit symptoms of, have been tested positive for COVID-19. This includes children, parents, foster parents and DCS staff.

**Guidance regarding court appearances**

- From the date of this document through the end of April 30, 2020, if the child/youth has a pending court date, DCS staff should check with the DCS attorney assigned to the case to ensure that the court date has not been re-scheduled.

**Guidance for visitors in DCS offices.**

- All visitors should complete a health questionnaire to determine risk prior to visitations or meetings.

**Guidance for travel.**

- Non-essential out-of-state travel has been suspended until April 30, 2020 - will determine at that time whether the suspension needs to be extended.
- Essential travel has not been affected at this time.

**Guidance for meetings.**

- If you have been pre-approved to attend any conferences or out-of-state meetings, please check with your Deputy Commissioner, Assistant Commissioner or Executive Director for further instruction.
- Large group meetings (10 or more participants) will be suspended or rescheduled as a WebEx meeting until April 30, 2020 - will determine at that time whether the suspension needs to be extended.
- Non-essential trainings will be cancelled or rescheduled as a WebEx meeting until April 30, 2020 - will determine at that time whether the suspension needs to be extended.
- New Employee Orientations and Pre-service will continue. Updated guidelines will be shared when available.

**General guidance for staff.**

- Best practices include:
  - Wash your hands often with soap and water (or alcohol-based hand rub) for at least 20

seconds, especially after coughing or sneezing. Do not touch your eyes, nose or mouth with unwashed hands.

- Stay home when you are sick.
- Cover your coughs and sneezes with your arm or a tissue.
- Clean and disinfect objects (i.e. cell phone, computer, etc.) and high-touch surfaces regularly.
- You are considered high-risk if you are (1) over 60 years of age, or (2) have one of the following conditions – diabetes, high blood pressure, heart disease. Please practice universal precautions to limit your risk.
- If you have any symptoms of a respiratory infection (cough, sore throat, fever above 100.4 or shortness of breath), contact your healthcare provider.
- If you have had contact with any persons under investigation for COVID-19 within the past 14 days or know anyone with known COVID-19, please contact your healthcare provider.